



HOSPITALITY INDUSTRY

REAL-TIME INDUSTRY SUMMARY

MARCH 2022

2021 STATEWIDE LABOR ANALYSIS

There were more than 61,000 online job postings for the Hospitality industry from January 2021 to December 2021. The top occupation was *Food Service Managers*, which made up 11.4 percent of total industry job postings for the time period.

The top five employers for 2021 were McDonald's, Panera Bread, Marriott International Incorporated, Arby's, and Compass Group North America.

TOP ONLINE JOB POSTINGS

SOC Code	Description	Percent of total job postings	Average Annual Wage	
Now - requires short-term on-the-job training, little to no experience, and/or a high school diploma				
35-3021	Combined Food Preparation and Serving Workers	10.7%	\$24,580	★
35-3031	Waiters and Waitresses	9.2%	\$23,880	★
37-2012	Maids and Housekeeping Cleaners	4.8%	\$24,260	
43-4081	Hotel, Motel, and Resort Desk Clerks	4.6%	\$24,160	
35-9021	Dishwashers	3.7%	\$23,500	
Next - requires a non-degree certificate, associate degree, apprenticeship, some experience, or moderate- to long-term training				
11-9051	Food Service Managers	11.4%	\$59,490	
35-2014	Cooks, Restaurant	5.4%	\$27,250	★
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	4.1%	\$36,410	★
49-9071	Maintenance and Repair Workers, General	1.9%	\$41,940	★
35-1011	Chefs and Head Cooks	1.2%	\$54,790	
Later - requires a bachelor's degree or higher				
11-1021	General and Operations Managers	0.8%	\$101,610	★
11-2022	Sales Managers	0.6%	\$145,630	
11-9199	Managers, All Other	0.5%	\$119,710	
13-1121	Meeting, Convention, and Event Planners	0.3%	\$42,750	
13-1071	Human Resources Specialists	0.3%	\$61,150	★

★ Denotes the top 10 occupations by total number of projected openings from 2018-2028 in Now, Next, and Later categories

EDUCATION AND TRAINING OPPORTUNITIES

Across the state there are numerous programs in many locations that train for occupations in the Hospitality industry. To find degree and certificate programs at an educational institution near you, visit **MoSCORES**, a tool designed to assist job seekers, students, career counselors, educators, and planners with a better understanding of training options and typical work outcomes of graduates, for traditional degree programs as well as noncredit credentials. In addition, there are U.S. Department of Labor Registered Apprenticeship programs for Hospitality and Food Services occupations in Missouri. Visit **Apprenticeship Missouri** for more information.

TOP SKILLS & CERTIFICATIONS

TOP 10 BASIC SKILLS

Communication Skills
Physical Abilities
Teamwork / Collaboration
Organizational Skills
Detail-Oriented
English
Positive Disposition
Multi-Tasking
Problem Solving
Energetic

.....

Several soft skills such as communication, teamwork, and organization ranked in the top 10 basic skills.

TOP 10 SPECIALIZED SKILLS

Cleaning
Customer Service
Guest Services
Scheduling
Cooking
Food Preparation
Restaurant Experience
Food Safety
Basic Mathematics
Personal Protective Equipment (PPE)

.....

Top requested specialized skills included cleaning, customer service, and guest services.

TOP 10 SOFTWARE SKILLS

Apache Groovy
Lotus Domino
Word Processing
Vimeo
Salesforce
SQL
Adobe Acrobat
Adobe Photoshop
Delphi
Customer Relationship Management (CRM)

.....

Microsoft Office and its products such as Word, Excel, PowerPoint, and Access are the most requested software skills across all industries. Other skills requested in the Hospitality and Food Service industry include Apache Groovy and Lotus Domino.

TOP 10 CERTIFICATES

Driver's License
ServSafe
Food Handler Certification
Food Service Certification
First Aid CPR AED
Casino Gaming License
Alcohol Awareness Certification
Commercial Driver's License
Training For Intervention Procedures (TIPS) Cert.
Alcohol Server Certification

.....

The top requested certificate was Driver's License, followed by ServSafe, and Food Handler Certification.

Sources:
Emsi Burning Glass Technologies, 2020 Bureau of Labor Statistics OES wages, 2018-2028 Employment Projections

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.